

# Privacy Statement

**CONCEPTOS EXPRESS, S. DE R.L. DE C.V. Operator of Izzzleep hostel, at Mexico City Internacional Airport, Terminal 1, local 01.TT-06, Col. Peñon de los baños, del. V Carranza, C.P. 15620, is responsible for collection, treatment, use, protection and if requested deletion of your personal data. You can contact us through our personal data protection office located at: Av. 16 de septiembre 415-1P, col. industrial Alce Blanco, Naucalpan, Edo. Mex., C.P. 53370. Tel. (52) 55-5358-3414**

**“Personal Information”** is information that identifies you as an individual or relates to an identifiable individual.

We may collect personal information for the following purposes:

- (i) Process your reservation at Izzzleep;
- (ii) Request, change or cancel services;
- (iii) Make payments;
- (iv) Request invoices or receipts;
- (v) Request a quote or information;
- (vi) Contact customer service;
- (vii) Send information, offers and promotional materials via printed and/or electronic media, including marketing materials for our locations and services;
- (viii) Surveys for quality control purposes, and new product design.;
- (ix) Enroll to our customer loyalty programs;
- (x) Share your comments and/or suggestions. Your personal Information may be used to:
- (xi) Produce demographic analysis;
- (xii) Conduct market analysis studies to promote and offer customized products;
- (xiii) gather statistical information about our products and our customers;
- (xiv) Collect purchase and customer preference information;
- (xv) In compliance with the Federal Law for personal data protection (Ley Federal de Protección de Datos en Posesión de los Particulares “LFPDP”) and related norms on a local and federal level.

We may collect personal information from different sources such as:

Your check In information when you stay at Izzzleep, visits to our websites and webpages, use of any of our apps, and use of internet reservation systems, phone calls, emails and any other medium; When a quote is requested, or when a service provided by any of our areas is used, and in general by any other mean authorized by law.

**We may collect personal information upon Check In such as:**

- 1 Name.
- 2 Address.
- 3 Phone.
- 4 Email.
- 5 Bank Account and /or credit card numbers and data.

6 Passport and other forms of ID.

**We may collect personal information upon Check In such as:**

- 1 Name.
- 2 Address.
- 3 Phone.
- 4 Email.
- 5 Bank Account and /or credit card numbers and data.
- 6 Passport and other forms of ID.
- 7 Use of cookies and web beacons, from any of our web sites, apps and any internet link that refers to our brand, hotels and hostels.

Izzzleep does not obtain or use sensitive personal data from any source. You can limit use or sharing of personal Information at any time, and can opt out of our emails and publications by writing to our personal data protection office, and you will get confirmation via email.

You can also enforce your right to access, rectify, cancel and oppose (ARCO in Spanish) related to the Personal Information you have provided via the following channels:

- 1) You can contact our personal information protection office via email, phone, or in person at the address provided on paragraph 2 of this document.
  - 2) This office will send or help you fill the forms to enforce your "ARCO" rights
  - 3) Once the form has been completed you should provide copy of a Personal Official Photo ID, and if acting on another behalf a letter of attorney.
  - 4) When you present your documents you will be informed the date of completion of the process and means of notification.
  - 4) this process has no charge if you are notified via email, other means of notification will incur in printing, photocopying, shipping and handling charges.
- The authorization given by you for the use of Personal Information, can be revoked with a written claim to our Personal Information protection office, attaching copy of valid official photo ID

Your personal Information may be transferred or used internationally by people other than Izzzleep and Conceptos Express S. de R.L. de C.V. employees, in order to confirm your reservation, generate invoices and receipts, marketing campaigns, and data analysis.

Your consent to all terms on this document is granted unless you file a non disclosure request to our Personal Information protection office.

Izzzleep and Conceptos Express, S. De R.L. de C.V. and related brands reserve the right to change, modify this document at any time without previous notice, this modifications can be consulted at our Personal Information Protection Office or at our webpage : [www.izzzleep.com](http://www.izzzleep.com)

In compliance with the federal law for Personal Data Protection you are informed that the entity responsible for enforcing this policies is the IFAI Federal institute for information access and data protection.

The Administration

